

# Implementation And Innovation Of Population Administration Services In Central Bengkulu Regency (Study In Durian Demang Village, Karang Tinggi District)

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**Abstract** -Population administration services are a fundamental form of public service in people's lives, as they directly relate to legal identity and access to various social services. This study aims to analyze the implementation of population administration services and public service innovations in Durian Demang Village, Karang Tinggi District, Central Bengkulu Regency. The research method used was a descriptive qualitative approach, with data collection techniques through interviews, observation, and documentation. The results indicate that the implementation of population administration services in Durian Demang Village has been quite successful based on indicators of communication, resources, implementer attitudes, and bureaucratic structure. However, several obstacles remain, such as limited infrastructure, a lack of public understanding of service procedures, and the suboptimal use of information technology. Furthermore, digital-based service innovations in the Bengkulu region, such as the SLAWE application and the Three in One program, show significant potential for improving the quality of public services, although they still face challenges in terms of socialization and human resource capacity. The study's conclusion confirms that improving the quality of public services in Bengkulu requires strengthening the capacity of civil servants, technology-based innovation, and increased public participation.

**Keyword:** Public Services, Population Administration, Service Innovation

## I. INTRODUCTION

Public service is a fundamental responsibility of government institutions in fulfilling the needs of society and improving public welfare (Dwiyanto, 2018). One of the most essential forms of public service is population administration, which includes services such as the issuance of identity cards, family cards, birth certificates, and other legal documents. These services are crucial because they serve as the foundation for citizens to access various social, economic, and governmental benefits (Ningsih & Frinaldi, 2023). Therefore, the quality of population administration services reflects the effectiveness of governance and the commitment of the government to serving its citizens. In the context of regional governance, especially in Central Bengkulu Regency, population administration services still face several challenges. In Durian Demang Village, Karang Tinggi District, the implementation of these services has generally followed established procedures, but it has not yet fully met community expectations. Various issues such as limited service facilities, delays in administrative processes, and insufficient public understanding of administrative requirements continue to hinder service effectiveness. These problems indicate a gap between policy implementation and the actual needs of the community, highlighting the importance of improving both service systems and community engagement.

From a theoretical perspective, the success of public service implementation can be analyzed using the framework proposed by (Ornmrod, 2012), which emphasizes four key factors: communication, resources, disposition, and bureaucratic structure. In Durian Demang Village, communication between government officials and the community has been relatively effective, allowing residents to understand service procedures. The attitude of service providers is also generally positive, characterized by friendliness and responsiveness. However, the limitation of resources, particularly infrastructure and technological support, remains a significant barrier to achieving optimal service delivery (Rangga et al., 2025).

Furthermore, the level of public understanding plays a critical role in determining the effectiveness of service delivery. Many residents are still unfamiliar with administrative procedures and required documentation, leading to inefficiencies and delays (Juliyana & Nuryanto, 2025). This condition demonstrates the need for continuous socialization and education by local governments to enhance public awareness and participation in administrative processes. Without adequate understanding, even well-designed service systems may fail to function effectively.

In response to these challenges, the government has introduced various innovations to improve public service quality, particularly through digital transformation. One such innovation is the implementation of electronic-based services, which aim to simplify administrative processes and reduce the need for physical visits to service offices (Tui et al., 2022). In Bengkulu, the introduction of digital applications has provided new opportunities for improving service efficiency and accessibility. However, the effectiveness of these innovations is still limited by factors such as inadequate technological infrastructure, lack of technical skills among government officials, and low digital literacy among the community (Desmita et al., 2025).

In addition to digital services, integrated service programs have also been implemented to streamline administrative processes. These programs allow citizens to obtain multiple documents in a single service process, thereby reducing administrative burdens and improving efficiency. Such innovations have shown positive impacts in enhancing service delivery, although their success largely depends on effective implementation and community participation (Darmi & Nopiansa, 2024). Moreover, public satisfaction is an important indicator of service quality. Studies in Bengkulu indicate that the level of community satisfaction with population administration services is generally categorized as good, although there are still areas that require improvement, particularly in complaint handling, transparency, and service responsiveness (Ramadhan & Purwanti, 2026). This suggests that while progress has been made, continuous efforts are needed to achieve excellent service standards. Overall, improving the quality of population administration services requires a comprehensive and sustainable approach. This includes enhancing human resource capacity, improving infrastructure, optimizing the use of technology, and increasing community awareness and participation. By addressing these factors, local governments can provide more effective, efficient, and inclusive public services that meet the evolving needs of society.

## II. LITERATURE REVIEW

Public service is defined as a series of activities carried out by government institutions to fulfill the needs of citizens in accordance with established regulations (Putri & Mutiarin, 2018). It encompasses various dimensions, including efficiency, effectiveness, responsiveness, and equity. The quality of public service is closely related to the level of community satisfaction, as well as the ability of government institutions to deliver services that meet public expectations (Diantari et al., 2023).

Population administration is a critical component of public service, as it provides legal recognition of individual identity and ensures access to various rights and services. Effective population administration requires a well-functioning system that integrates accurate data management, efficient service procedures, and responsive service delivery (Wiryanto, 2019). However, in practice, many local governments still face challenges in achieving these standards due to limitations in resources, coordination, and innovation.

The concept of policy implementation, as proposed by (Ormrod, 2012), provides a useful framework for analyzing public service delivery. According to this theory, successful implementation depends on four main factors: communication, resources, disposition, and bureaucratic structure. These factors are interrelated and collectively determine the effectiveness of policy implementation in achieving its objectives. Innovation in public service has become increasingly important in the digital era (Prabowo et al., 2022). The use of information technology, such as e-government systems and digital applications, can significantly improve service efficiency, transparency, and accessibility. However, the success of such innovations depends on the readiness of both government institutions and the community to adopt new technologies.

## III. RESEARCH METHODS

This research employs a qualitative descriptive approach to provide an in-depth understanding of the implementation and innovation of population administration services in Durian Demang Village. The study focuses on exploring real conditions in the field, particularly regarding service processes, challenges, and improvement efforts. Data used in this research consist of primary data obtained through interviews and observations, as well as secondary data derived from scientific journals, official reports, and relevant literature

(Kriyantono, 2022). Data collection techniques include observation, interviews with key informants, and documentation. The data analysis process involves data reduction, data presentation, and conclusion drawing, allowing for a comprehensive interpretation of research findings (Sugiyono, 2010).

#### IV. RESULTS AND DISCUSSION

The research results indicate that the implementation of population administration services in Durian Demang Village, Karang Tinggi District, Central Bengkulu Regency has been quite successful, but several aspects still need improvement. The results and discussion are explained in detail as follows:

##### 1. *Implementation of Population Administration Services*

The implementation of population administration services in Durian Demang Village, Karang Tinggi District, Central Bengkulu Regency, has generally been carried out in accordance with applicable procedures and regulations. Village officials have carried out their service duties in accordance with established standard operating procedures (SOPs), ensuring that service processes, such as issuing cover letters for ID cards, family cards, and other population documents, can be carried out systematically and structured. Furthermore, village officials have endeavored to provide clear information to the public regarding the requirements and service flow, ensuring they understand the necessary steps in processing the administration. However, in practice, several obstacles have been encountered, such as delays in service at certain times and limited facilities supporting the service process. This indicates that the service implementation has been running well administratively, but still requires improvement to provide more optimal and responsive services to community needs (Rangga et al., 2025).

##### 2. *Implementation Analysis Based on Communication Factors and Implementer Attitudes*

From the aspect of communication and implementer attitudes, population administration services in Durian Demang Village demonstrate quite good conditions. Village officials have been able to establish effective communication with the public through direct interaction during the service process, allowing the public to obtain the information they need quickly and clearly. Furthermore, the friendly, polite, and responsive attitude of officials is a supporting factor in improving the quality of public services. The public generally feels valued and well-served, which ultimately results in increased public trust in the village government. However, communication remains conventional and is not supported by a structured information system such as information boards or digital media, resulting in uneven distribution of information to all levels of society. This situation indicates that although interpersonal communication has been functioning well, the development of a more modern and effective communication system is still needed to reach a wider community.

##### 3. *Limited Resources and Infrastructure*

One of the main obstacles to the implementation of population administration services in Durian Demang Village is the limited resources and infrastructure available. In terms of human resources, the number of village officials is actually quite adequate, but their competency still needs to be improved, particularly in the use of information technology. Furthermore, supporting service facilities such as computers, internet connections, and representative service rooms are still limited, impacting the speed and efficiency of services. These limitations also impact the suboptimal implementation of digital-based service systems, which should improve service quality. This situation demonstrates that improving the quality of public services depends not only on systems and procedures but is also greatly influenced by the availability of adequate resources, both in terms of people and supporting infrastructure.

##### 4. *The Role of Technology-Based Public Service Innovation*

In an effort to improve service quality, the government has developed various technology-based public service innovations, such as the implementation of digital service systems and integrated service programs. These innovations aim to simplify public access to population administration services and increase service efficiency and effectiveness. In the Bengkulu region, the implementation of electronic-based services, such as administrative service applications, has made it easier for the public to process documents without having to visit service offices in person. Furthermore, integrated service programs allow the public to obtain multiple documents simultaneously in a single service process, saving time and costs. However, the implementation of these innovations still faces various obstacles, such as low digital literacy among the public and limited capabilities of officials in operating these technological systems. This demonstrates that the success of service innovations is determined not only by the availability of technology, but also by the readiness of human resources and the level of public acceptance of changes to the service system (Desmita et al., 2025).

##### 5. *Public Satisfaction Level and Service Improvement Efforts*

Public satisfaction with population administration services in Durian Demang Village is generally considered quite good, particularly in terms of the friendly and responsive attitude of the service providers. The public feels satisfied with the services provided, although there are still some shortcomings that need to be addressed, such as lengthy service times in certain situations, a lack of information transparency, and suboptimal handling of public complaints. Furthermore, the development of digital-based services has not yet had a significant impact due to low public utilization. Therefore, efforts are needed to continuously improve service quality, such as increasing human resource capacity, developing facilities and infrastructure, optimizing information technology, and increasing public awareness of service procedures. With these improvements, it is hoped that population administration services will become more effective and efficient, and optimally meet public expectations (Ramadhan & Purwanti, 2026).

Population administration services in Durian Demang Village, Karang Tinggi District, Central Bengkulu Regency, have generally been running quite well procedurally, as evidenced by the implementation of clear service operational standards and the ability of village officials to provide information and services directly to the public. Village officials demonstrate a friendly, responsive, and communicative attitude, thus fostering a positive relationship with the community as service users. However, in practice, various obstacles remain that impact service effectiveness, particularly related to limited resources and infrastructure. Limited facilities, such as computers, suboptimal internet connections, and inadequate service spaces hamper the speed and convenience of services. Furthermore, in terms of human resources, although the number of officials is relatively adequate, their ability to utilize information technology still needs to be improved to ensure services can adapt to the growing demands of digitalization. This situation indicates that service implementation has been running smoothly administratively, but still requires strengthening in terms of capacity and infrastructure to achieve optimal service quality.

Furthermore, external factors, such as community conditions, also influence the quality of services provided. The low level of public understanding of population administration procedures and a lack of awareness of the importance of population documents often leads to delays and inconsistencies in the document processing process. Furthermore, low digital literacy among the public hinders the implementation of technology-based service innovations, preventing the development of digitalization programs from being fully utilized. This indicates a gap between the designed service policies and their implementation in the field, where the existing service system is not yet fully able to effectively address community needs. Therefore, comprehensive and sustainable efforts are needed through increasing the capacity of civil servants, developing facilities and infrastructure, optimizing the use of information technology, and increasing public outreach. With this synergy between the government and the public, it is hoped that population administration services can develop to be more effective, efficient, and transparent, and able to provide greater benefits for public welfare.

## V. CONCLUSION

1. The implementation of population administration services in Durian Demang Village has generally been quite successful and in accordance with established procedures, particularly in terms of communication, staff attitudes, and a clearly structured service structure.
2. Service quality is not yet fully optimal due to various obstacles, particularly limited facilities and infrastructure, human resource competency, and the suboptimal use of information technology to support public services.
3. External factors such as the public's lack of understanding of administrative procedures and low digital literacy also impact service effectiveness, leading to delays and inefficiencies in the service process.
4. Technology-based public service innovations, such as digital services and integrated service programs, have significant potential to improve service quality, but their implementation still faces challenges in terms of human resource readiness and public participation.
5. Improving the quality of population administration services requires comprehensive and sustainable efforts through strengthening the capacity of civil servants, developing service infrastructure, optimizing service digitalization, and increasing public outreach and participation to ensure services are more effective, efficient, transparent, and oriented to community needs.

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